



**September 28, 2020**

**Questions 17-28 added December 2020**

**Questions 29-61 (Service Logging) Added February 2021**

Frequently Asked Questions: Indiana First Steps Early Intervention Hub

*This FAQ will be updated as needed and posted on the First Steps website at [firststeps.in.gov](http://firststeps.in.gov). Please send any additional questions to PCG at [INFirstSteps@pcgus.com](mailto:INFirstSteps@pcgus.com).*



## **1. Why is First Steps building EI Hub?**

Over the last several years, we have heard First Steps providers, service coordinators, provider agencies, system points of entry and families express an overwhelming need for better communication, collaboration, consistency, and program policy. More specifically, this feedback has included the need to modernize outdated systems and processes and improve the uniformity and efficiencies with how the First Steps program operates across our state. The Indiana First Steps Early Intervention Hub is intended to reduce duplication of effort, reduce paperwork and redundancies in data collection, streamline key early intervention processes, and support true Individualized Family Service Plan team collaboration so that personnel can focus on what they do best—serving kids and families.

The First Steps state administration has also been looking diligently for opportunities to improve fund recovery from private and public insurance to support and sustain the First Steps program. Provider agencies, SPOEs and personnel all understand the importance of effective fund recovery, and the EI Hub is a critical strategy for addressing this need.

Related to the above reasons but also important in its own way is the need for reliable, accurate, and real-time data. Quality data is essential for our required state and federal reporting, program evaluation efforts, and data-driven decision making at all levels. Along with FSSA and DDRS, the First Steps state administration hopes to foster a culture of inquiry that will translate to quality services and better outcomes for children, their families and our workforce.

---

### **First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
[FirstStepsWeb@fssa.in.gov](mailto:FirstStepsWeb@fssa.in.gov)



## **2. How will EI Hub benefit First Steps families?**

The EI Hub maintains critical information in one system, which enhances communication between all IFSP team members. This means families will not have to repeat their story to each person on the IFSP team, and providers and service coordinators can focus on the important work they do with families instead of filling out paperwork and sending multiple emails to share updated information to support IFSP team discussions and decisions. EI Hub also gives families improved access to their First Steps information and records, including cost participation information and the ability to pay copayments online.

## **3. How will EI Hub benefit First Steps service providers and provider agencies?**

EI Hub is a unified and comprehensive system that supports communication and collaboration among all people and organizations on a child and family's IFSP. For example, any child and family demographic information or other information captured by the SPOE will populate automatically wherever that information is needed, which will eliminate redundancies in data collection and duplication of effort. All members of an IFSP team will have access to better and more comprehensive information about the children and families they serve—so IFSP team discussions and decisions are more streamlined and better informed without the need for multiple phone calls, emails or text messages to share information. Service authorizations can be quickly approved once they are added to the IFSP. Dashboards will keep service providers aware of actions needed for families on their caseload.

EI Hub also gives provider agencies access to improved information that will enhance their ability to manage productivity, team collaboration, and services provided to children and their families. Agencies will have access to a variety of reports and will be supported to make data-driven decisions. Provider enrollment and credentialing requirements and timelines are managed in EI Hub, and EI Hub includes a Learning Management System which will streamline and improve access to training.

## **4. How will EI Hub benefit service coordinators, evaluation teams and system points of entry?**

As a comprehensive case management system, EI Hub houses the complete early intervention record for each child and family that begins at referral and ends at

---

### **First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
[FirstStepsWeb@fssa.in.gov](mailto:FirstStepsWeb@fssa.in.gov)



program exit. EI Hub will make it easier to communicate and share information with families, evaluation teams, providers, and agencies so that evaluations and assessments, IFSP reviews, and IFSP team discussions and decisions are more streamlined and better informed without the need for multiple phone calls, emails or text messages.

SPOEs will have access to a variety of reports and will be supported to make data-driven decisions. Required timelines and other federal compliance indicators will be tracked in EI Hub so the SPOEs can focus on quality of services, and dashboards will keep evaluation teams and service coordinators aware of actions needed for families on their caseload. Service coordinator and evaluation team enrollment and credentialing requirements and timelines are managed in EI Hub, and EI Hub includes a LMS which will streamline and improve access to training.

#### **5. What features are part of the EI Hub?**

The EI Hub will include:

- Case management, which includes data and educational record information related to referral, intake, evaluation, eligibility determination and assessment, IFSP, progress reporting and exit and transition,
- Service logging and billing, which includes face-to-face sheets (service logs) and all provider and provider agency billing functions,
- Provider enrollment, for personnel enrollment and credentialing and SPOE and provider agency enrollment,
- LMS where personnel can access training for the EI Hub and First Steps credentialing, and
- Parent portal, where families can access invoices for their services and make cost participation payments.

#### **6. Are there license fees or per-user fees associated with personnel, agencies and SPOEs using the EI Hub?**

No, there are no fees for personnel, agencies, or SPOEs to use the EI Hub.

#### **7. What type of equipment is required or needed to access the EI Hub?**

Any equipment/device with a web browser will be able to access the EI Hub. This includes but is not limited to smart phones, tablets, laptops and Chromebooks.

#### **8. Will I need internet access to access the EI Hub?**

Yes, the EI Hub is a web-based system and an internet or Wi-Fi connection is required to access the system. There are many benefits to having a web-based system, including the fact that it can be accessed from anywhere at any time on any computer, tablet or mobile device without the need for hardwiring or connecting to a specific network. This allows for better collaboration between various users (SPOE, agencies, personnel) of the system.

---

#### **First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
FirstStepsWeb@fssa.in.gov



**9. Will I be required to use the EI Hub?**

Yes. All aspects of a child's early intervention record will be kept within the EI Hub. Billing, agency enrollment, and provider enrollment and credentialing will also be done through EI Hub. Personnel will use EI Hub to create and review child records such as the IFSP, child/family notes and service logs, for example.

**10. How will authorizations be assigned in EI Hub?**

Authorizations will be given at the provider agency level instead of the individual provider level, allowing provider agencies to manage provider changes and substitutions. Independent providers will continue to have their own authorizations.

**11. Will I continue to be required to complete Face-to-Face sheets during my visits with children and families?**

Yes. These will be called service logs in the EI Hub. Service providers and evaluation and assessment providers must complete a service log for each face-to-face visit whether in-person or virtual. Any service log not entered at the time of service must be entered within five business days.

**13. Can I use fillable PDFs or paper?**

All data captured on paper or state-approved fillable PDFs must be entered into the EI Hub. You may continue to utilize current business processes, including the use of paper and state-approved fillable PDFs; however, all information must also be entered into EI Hub.

**14. What will the service logging and billing module look like?**

At a high level, providers will complete the service logs and submit for review, provider agencies will review and submit the service log for billing, and the information will become a claim for billing to private and public insurance. Independent providers will submit their service logs directly for billing. Evaluation and assessment providers and SPOEs will also use service logging for evaluation and assessment activities. Provider agencies, independent providers, and SPOEs will be able to run a variety of reports from this module.

**15. Will providers be required to assist the First Steps state office in correcting insurance claims after payment has already been provided for the services rendered?**

Yes. Providers and provider agencies will be required to make claims corrections identified by PCG and the First Steps state office within 15 business days. This will help insurance providers adjudicate First Steps claims and result in more effective fund recovery for the First Steps program.

---

**First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
FirstStepsWeb@fssa.in.gov



**16. Will I be trained to use the EI Hub?**

Yes. All service providers, SPOEs, and provider agencies will be trained to use EI Hub. Training will include webinars and videos, training manuals, train-the-trainers or early adopters who can help their peers and technical support provided by PCG.

*Questions 17-28 were added December 2020*

**17. What is a provider agency's role in the provider enrollment and credentialing process?**

For provider enrollment, agencies will need to approve provider enrollment screenings, upload background check results, and, if liability insurance is provided to the individual by the agency, ensure the individual has the liability insurance information to include on their application.

For credentialing, providers will have access to support from PCG and a dashboard in EI Hub that assists them in managing their credential, but agencies will continue to be responsible for overseeing the credentialing process for their providers. This includes ensuring deadlines are met and the required information is provided. For individuals requiring supervision, agencies must ensure the individual has the required information about their supervisor.

**18. What support will PCG provide to First Steps personnel?**

PCG will have designated customer service representatives to assist First Steps personnel with any issues they may encounter while using the EI Hub. Support will be available Monday through Friday from 8 a.m. to 5 p.m. eastern time via email and phone. Personnel can also access the training and support videos on the EI Hub Learning Management System.

**19. Are personnel required to use the calendar in EI Hub?**

No. The calendar function in EI Hub is offered as a helpful tool, but using it is not required.

**20. Is an individual's calendar visible to other personnel?**

Members of an IFSP team can see scheduled appointments for the child and family, but an individual's calendar is not visible to other personnel.

**21. Can the EI Hub calendar sync with external calendars (e.g. iCloud, Google, Outlook)?**

This feature is not part of the initial system design.

**22. Can EI Hub calendar appointments be shared with families? Does the calendar or EI Hub generate reminders for appointments?**

This feature is not part of the initial system design.

---

**First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
FirstStepsWeb@fssa.in.gov





**23. How will IFSP outcomes be captured on service logs?**

Providers will type outcomes into the service log until full go-live in mid-2021. After full go-live, outcomes will pre-populate in the service log.

**24. Can personnel upload handouts and other documents?**

Yes. Documents can be uploaded in the child's record in the case management module as well as in the service logging portal. However, families will not have access to these documents as part of initial system design, so personnel should plan to email, mail or hand deliver necessary documents to families.

**25. How will families sign and receive a copy of the service log?**

Families will be able to sign the service log electronically. If a family is not able to provide an electronic signature, the family can sign a printed copy of the service log for the provider to upload. Providers will download the service log and email, mail or hand deliver it. First Steps is exploring other options for making this process as easy as possible for both families and providers.

**26. Will EI Hub capture session notes like the current face-to-face sheets?**

Session notes will be captured as part of the service log, just as they are captured as part of the face-to-face sheet now. Providers can create a PDF document from the service log to mail, email or hand deliver to the family. Electronic signatures captured on the form will print on the form as well.

**27. How will progress reports be documented in EI Hub?**

Progress reports will be uploaded in the child's record in the case management module under Documents. EI Hub has single sign-on technology so providers will have easy access to the case management module from the main sign-on landing page.

**28. How will agencies receive referrals for services written on IFSPs using EI Hub?**

Agencies will be assigned to IFSP services and each agency will have a dashboard notifying them of services that need provider assignment.

---

**First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
[FirstStepsWeb@fssa.in.gov](mailto:FirstStepsWeb@fssa.in.gov)



Questions 29-67 Added February 2021

**Service Logging: General Questions**

**29. How do I access Service Logging? Is Service Logging separate from EI Hub?**

The new data system as a whole is called EI Hub. EI Hub includes four **modules**: Case Management, Service Logging, Billing and Claiming, and Provider Enrollment. All modules are accessible from a single landing page. All users must be enrolled to access EI Hub.

**30. Can more than one person be in a child's record at the same time?**

Yes. Multiple users may access and enter information into a child's record at the same time.

**31. Does EI Hub show the history of changes to a child's record?**

Yes. The system holds all information related to the child and family's time with First Steps. For example, all past and present addresses for the family will be maintained in EI Hub.

**32. What devices can be used to access the Service Logging module of EI Hub?**

All modules of EI Hub, including Service Logging, are designed to run on any type of device, whether iPad, PC, Android tablet or smartphone. As it is a browser-based system, we recommend the following browsers to operate the system:

<b>Software/Browser Requirements</b>	Google Chrome, v80 and higher Firefox, v76, and higher Microsoft Edge, v79 and higher Microsoft Internet Explorer, v11 and higher Safari v10 and higher
<b>General Browser Requirements</b>	TLS 1.2 encryption enabled Browser set to accept cookies JavaScript must be enabled

**33. What if I work for more than one agency or SPOE?**

Each individual will have one login to EI Hub regardless of number of agencies for which they work. The user will be able to see all children/families on their caseload. Agencies will only be able to see the children/families assigned to their agency

---

**First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
FirstStepsWeb@fssa.in.gov



**34.Can I enter exact start and end times instead of using the time picker?**

Yes.

**35.Does print to PDF work on mobile devices?**

Yes, you can print to PDF on mobile or tablet.

**36.Is ZIP code auto-populated? Where can I enter other addresses (e.g. grandparent's home, child care) so it auto-populates in the Service Logging module?**

Currently, the entire address and ZIP code are auto-populated only when selecting "home" as the location type. This address information is coming to Service Logging directly from the Case Management module. All other addresses where services are delivered must be manually entered.

**37.What location should be selected for a cancellation or no-show?**

The location type should be the location where the service was scheduled to occur (address). The location code should be "none" (vs. offsite or onsite).

**38.Can unfinished service logs be saved for later?**

Yes. If you are connected to the internet, you can save a service log and finish it at a later date. Drafts are searchable from the Service Logging module home screen.

**39.Do text fields expand? Does EI Hub have spell check?**

Text fields expand to accommodate a larger amount of text. EI Hub does not currently offer spell check.

**40.Does the system auto-populate off-site or on-site based on the service location?No. The location type must be manually entered.**

**Service Logging for System Points of Entry**

**41.Will the Service Logging module be used for evaluations and assessments?**

Yes. Evaluations and assessments will be completed by entering basic information about the time and location of the evaluation/assessment and uploading the supporting documents. Authorization for evaluations and assessments must be entered in the Case Management module. Written guidance on this process will be provided.

---

**First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
FirstStepsWeb@fssa.in.gov





**42. How do service coordinators use the Service Logging module?**

Service logging will be used as meeting minutes for all activities including intake, IFSP and transition. Service coordinators may also use the Service Logging module to maintain a calendar of activities for children on their caseload.

**Service Logging for Agencies and Providers General**

**43. How will families get a copy of the face-to-face sheet (service log)?**

Providers must create a PDF document from the service log to mail, email or hand deliver it to the family. Electronic signatures captured on the service log will be included on the PDF document as well.

**44. Does the system auto-populate outcomes and objectives?**

Outcomes and objectives will auto-populate in the Service Logging module when the IFSP portion of the Case Management module is available. Until that time, outcomes and objectives must be manually entered on a service log.

**45. Can I complete all the required information for a service log prior to my visit with the family?**

Everything except the **Summary of Visit** may be completed prior to a session. The Summary of Visit should be completed after the session and the service log must be signed by the parent or other adult who participated in the session on behalf of the parent (e.g., child care provider).

If internet connectivity is an issue, a service log may be handwritten and entered as a service log in EI Hub after the session. Any handwritten service log must be uploaded as an attachment with the electronic service log. Please see the sub-section on Signatures for more information about collecting parent signature on service logs.

**46. How do we enter co-treatment sessions?**

If co-treatment is an authorized service delivery method, each provider will enter his or her own service log and select the visit code for co-treatment.

**47. What is the purpose of the Contact Log?**

The contact log is a helpful tool for establishing a record of a contact with the child's family. For instance, a record of phone calls or voicemails.

**48. Can agency admin staff upload documents in the Service Logging module?**

Yes.

---

**First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
FirstStepsWeb@fssa.in.gov



### ***Audiology***

#### **49. Are audiologists required to use EI Hub? Will EI Hub change the authorization process for audiology services?**

Audiologists are required to complete service logs to document and request payment for services. The existing process for audiology authorizations will remain the same at this time.

### **CPT and Diagnosis Codes**

#### **50. Where do the auto-populated CPT codes come from? What if the needed CPT code is not available?**

CPT codes are auto populated on a service log from data entered in the Case Management module. Agencies/providers should work with the SPOE/service coordinator to ensure the appropriate CPT codes are available.

#### **51. Can multiple CPT codes be selected on the same service log?**

Yes.

#### **52. What if the child's diagnosis does not show up correctly?**

Diagnosis code data also comes from the Case Management module. If diagnosis information is missing or incorrect, please work with your service coordinator to make the needed corrections.

#### **53. Will CPT codes be the same regardless of provider type?**

No. CPT codes will populate based on the child's authorization, and what the provider is authorized to provide.

### **Progress Reports**

#### **54. Why do we choose a CPT code for a progress report?**

This is an automatic feature in the system that will be changed as system functionality is added/improved.

#### **55. How will progress reports work when multiple providers are on an IFSP?**

Providers on a shared IFSP may collaborate on a collective progress report or they may upload individual progress reports. If a collective progress report is used, each provider should upload it. Service coordinators will have access to all submitted progress reports for the children on their caseload.

---

#### **First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
FirstStepsWeb@fssa.in.gov



**56. Can progress notes be saved as a draft?**

Yes. Both service logs and progress notes can be saved in draft form. Drafts are searchable from the Service Logging module home screen.

**57. Will the system notify me when a progress report is due?**

The system does not have a notification feature for progress reports, but providers can set an appointment on their EI Hub calendar as a reminder.

**Calendar and Scheduling**

**58. Can I run reports from the EI Hub calendar?**

No. Reports are not available from the EI Hub calendar feature.

**59. How do I reschedule an appointment in the EI Hub calendar?**

An existing appointment can be marked "cancelled" and a new appointment can be added.

**60. Is the EI Hub calendar shareable? If I am a mentor at my agency, will I be able to see my mentees' calendars? Will a provider see the service coordinator's appointments and vice versa?**

A provider or service coordinator's calendar can only be seen by agency/SPOE admin staff. Mentors will not have access to their mentees' calendars unless they are also admin staff. IFSP team members can see all calendar activities for shared children.

**61. I am a provider at more than one agency/SPOE. Do I have one calendar or multiple?**

One calendar. An individual will have one EI Hub account regardless of the number of agency/SPOE affiliations.

---

**First Steps State Administration**

Bureau of Child Development Services  
Division of Disability and Rehabilitative Services  
Indiana Family and Social Services Administration

402 W. Washington St.  
W453, MS-51  
Indianapolis, IN 46204-2739

Toll-free: 800-545-7763  
FAX: 317-234-6701  
[FirstStepsWeb@fssa.in.gov](mailto:FirstStepsWeb@fssa.in.gov)